

General Services Enterprise Customer Council Meeting

August 19, 2003

Members Present:

John Bradford, Chairperson; John Baldwin, Vice-Chairperson – DOC; Captain Bob Alles, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Roger Johnson, Cultural Affairs; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics, Peggy Sullivan, Judicial; Mary Lawyer, IDED.

Members Absent:

Terry Roberson, IDED; Ruth White, Human Rights, Mike Campbell, AFSCME.

Others Present:

Patrick Deluhery, GSE; Dale Schroeder, GSE; Scott Bertness, GSE; Tim Ryburn, GSE; Dean Ibsen GSE, Tera Harrington, GSE, Nancy Williams, GSE, Patti Allen, DAS; Bonita Lane, GSE.

Call to Order

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments

Pat Deluhery, C.O.O. welcomed everyone to this second GSE Customer Council meeting. Mollie Anderson and a large portion of DAS have now moved to the Hoover Building, Level A. Mr. Deluhery asked members if any of them had any visibility as a member of this council. Are people coming to you with their ideas about General Services Enterprise?

Approval of Minutes

Charlie Smithson moved to approve the meeting minutes of July 8, 2003 as presented. Bob Alles seconded that motion. Motion approved. Minutes to be filed.

Review the Draft Customer Council By-Laws

This document will guide us on how we do business. Comments regarding this document:

Chairman Bradford asked that the members go through each article and comment individually on them and hopefully come to closure on each one as we go through.

- **Article 1** – We need to put General Services Enterprise in that title.
- **Article 2** – A suggestion on the specific wording on the Customer Council. Take the Purpose and enumerate it. Chairman Bradford stated – I don't think we'll be able to get to specific wording at this meeting; but, would like to get everybody's comments on how we can improve the document and customize it for ourselves.
- **Article 3** - The opening line, change to "strive to". **Remove # 11** because that is a duplicate to Article 11.

- **Article 4** – Chairman Bradford stated: “There are actually nine members from the State agencies and I believe the Legislative Branch member is no longer an active participant – is that correct?” Pat Deluhery stated that is still an open question. The question was asked for clarification on **Article 4, Section 1** - whether the Judicial Branch member was an Ex-officio nonvoting member or whether the Judicial and Legislative were voting members? Pat Deluhery stated: “As I recall the language in the bill, the legislature was somewhat intent that on those issues that impacted the judiciary or the legislature, they should be able to participate – but whether it specifies what that participation means, I’m not sure. But, the idea was that if they are going to participate as being a part of a utility that they have to use, then they should have some voice. Peggy Sullivan stated it was her understanding, that if we were going to be charged – that we have input on it. Move **Section 6** to Article 9 and then re-number this section. **Section 4** – for each of the three constituencies, the large, medium, small will have to decide which one of their members is the one year term and which are the two year terms. Chairman Bradford asked each group get together and just decide which member is the two years and which is the one year term get back to Pat Deluhery or Nancy Williams. Question arose– can the members serve continuously – if so appointed by the group (term limits) – Pat Deluhery stated he saw nothing that prohibits that. Question - AFSCME membership – is that person a voting member? Pat Deluhery will check into this and advise the group. **Section 5** – shall remain as written – substitutes will not be allowed.
- **Article 5** – Chairman Bradford commented in section 2 that a simple majority should be 50% plus 1.
- **Article 6** – Add as one of the responsibilities of the chairperson to review if not approve the agendas.
- **Article 7** – Section 5 – Committees shall meet, discuss, study and/or *make recommendations* on assigned issues as needed.
- **Article 8** – Include a section regarding Open Meeting Laws. Section 4 – change from “shall be provided five (5) business days prior to the meeting” – to read “not less than five (5) business days”.
- **Article 9** – Move **Article 4 – Section 6** and re-number.
- **Article 10** – Make a title change - change to GSE Chief Operating Officer. **Section 2** change from “within five (5) business days” to “*strive to inform customers within five (5) business days*”
- **Article 11** – No change

Chairman Bradford - let’s try to do as much e-mail communication on editing these as we can and just keep everybody in the loop on what we are thinking and hopefully next meeting we can have action on this and move forward.

Product Line Presentation

Chairman Bradford – just as an organizational point, we thought it would be best to take each enterprise unit within General Services Enterprise – take one at a time and talk about the full range of what kind of services they provide, what kinds of costs they incur and other information that they may have as opposed to getting all services and then all costs and spend these next three meetings basically gathering information so that in a month – two months from now we are able to have some good discussion about how best to allocate costs to the other units. Having said that – first up is Tim Ryburn from the Capitol Complex Maintenance Division.

- Tim Ryburn – Power Point Presentation
(Copy of Time’s presentation attached – as part of the minutes)
- Questions:
 - Are we able to get to the point to say – per square foot, per the kind of services we are now providing as a baseline, this is what it is costing us?
Tim Ryburn – we are working very hard that, we are close to being able to share that with you, one of the things that we still do not have is the square footage analysis, by who has what space.
 - Patti Allen – I think the perception that Accrual Accounting presumes that costs have been matched with the revenues that they provide and what we see in large part is that while the bills may have been paid, they have in very many cases been satisfied by moving money around. Part of what the DAS expects to do is to implement cash – or an accrual accounting system where each agency actually sees their cost of doing business and can associate them with the revenues that they receive from any source.
 - Greg Anliker – “When does the switch actually happen where the different departments are going to be responsible for getting their piece of the pie – 05 or 06?” Pat Deluhery responded we are in fiscal year 04, it will be 05.
 - Pat Deluhery – We have two meetings in September – September 23 and September 25th, we are going to do D & C (Design and Construction) and Mail on September 23. On September 25th, we’ll put in there Fleet and Purchasing and that covers the utility services that are offered by the General Services Enterprise that this council governs. Then, we’ll have October 21 review rates and budgets and we recognize that is pretty late in the appropriations cycle for FY05 but that’s what we will be working on.
 - John Bradford –At the October meeting we talk about rates, that’s what we are really going to have to focus on, this is package A, this is package B, and this is the service that you get for that and this is how much that costs.

- Tim Ryburn advised we have been looking at what leased locations are doing – you get a cost for the utilities, a cost for janitorial, a cost for maintenance, etc. – we are looking at it based on a square footage allocation. It seems to be what works the most and makes the most sense. It is better than the FTE allocation.
- John Baldwin – I don't think rates are going to be our hardest problem – hardest problem is going to be convincing people that they actually have costs for this.

Open Discussion

- Patti Allen - The financing people, that are responsible for engineering this transition to a new way of looking at numbers, are very committed to getting numbers that are reasonable and presenting them to you in a way that you can ask all the questions you want to and have the information that you need to make good decisions about how you want to spend the money. We are looking at streamlining the billing processes from all of the agencies that are a part of the DAS. You will have a much better idea of what you are spending your money for on all of the DAS services, not just the ones that come from GSE.

Adjournment

Note: Optional Tour of the Fleet Building – 301 East 7th Street.

Respectfully submitted,

Patrick J. Deluhery

PJD:naw